

HOT03 Allocation of Long-Term Housing Policy

Purpose

This policy outlines the approach of YWCA Housing to establish:

- The prioritisation and allocation of applicants to vacant properties in its long-term rental housing portfolio.
- Successful and sustainable tenancies and communities through the matching of applicants to properties.

Policy

This policy applies to all long-term rental properties owned or managed by YWCA

Policy Statement

YWCA Housing will:

- Only allocate long-term housing to eligible applicants;
- Communicate clearly to applicants and the community as to who is eligible for long-term housing with YWCA Housing;
- Comply with its contractual, legal and regulatory obligations relating to eligibility for long-term housing;
- Act in a fair, transparent and equitable manner.

YWCA Housing is committed to promoting successful and sustainable tenancies when matching applicants to its properties. This means that YWCA Housing will allocate housing in a way that:

- Gives appropriate priority to households in greatest need of housing assistance;
- Considers the health, safety and support needs of applicants;
- Matches individual housing needs with available properties;
- Supports sustainable and harmonious communities;
- Supports the financial viability of YWCA Housing's long-term housing programs

Specific requirements for particular long-term housing programs

YWCA Housing has some long-term rental housing programs where additional eligibility criteria to the general eligibility criteria apply. This can include, for example women and families who are impacted by family violence, women aged 55yrs plus etc.

Sourcing applicants

YWCA Housing will assess all applicants before making an offer of housing to determine suitability for a particular vacancy ensuring all eligibility criteria is met. If YWCA Housing declines to offer an applicant housing, it will inform the applicant accordingly.

Nomination rights

Where nomination rights apply, YWCA Housing will:

- Establish appropriate arrangements in protocol agreements with referral agencies such as YWCA NT, who have responsibility for nominating applicants for vacancies, to ensure timely and appropriate referrals; and

Property Allocation

YWCA Housing will match applicants to properties to ensure an allocation:

- Is the right size for the applicant's household;
- Is in an area consistent with the applicant's needs;
- Assists the applicant to access employment or any support services that they need;
- Makes the best use of housing stock owned or managed by YWCA Housing;
- Encourages a sustainable tenancy;
- Meets any particular expressed needs of the applicant so far as they are known, such as modifications for people with a physical disability or mobility impairment, availability of car parking or room for carers.

YWCA Housing aims to make sure that properties with specific features that are in high demand and short supply are only allocated to those applicants who need them, including:

- Properties that are suitable for older people;
- Properties that have been built or modified to meet the needs of people with a disability;
- Properties on the ground floor;
- Properties with level access;
- Properties with a yard/garden.

Appendices

N/A

Related information

YWCA	Procedure HOT02 Eligibility
YWCA	Procedure HOT24.1 Requests for Housing
YWCA	Policy Eligibility
Standards	Housing Registrar (Vic): Performance Standards
Standards	NRSCH: Evidence Guidelines

Document Control Data

Allocation of Long-Term Housing Policy

Responsible Officer	Director, National Housing
Accountable Officer	National Housing Operations Manager
Application	YWCA staff involved in tenancy management
Supersedes	[Not applicable: new policy]

Approval and Amendment history

Review period – 2 years

Approval Date	Version	Amendments	Next review
	1.0		[2 years]